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| <b><u>Policy Title</u></b>  | <b>NCG Data Policy</b>   |                             |
| <b><u>Policy Category</u></b>   | Compliant  |                             |
| <b><u>Owner</u></b>   | Group Planning and Performance Manager   |                             |
| <b><u>Group Executive Lead</u></b>  | Chief Information and Data Officer   |                             |
| <b><u>Date Written</u></b>  | 02/2020  |                             |
| <b><u>Considered By</u></b>   | NCG Executive Board  |                             |
| <b><u>Approved By</u></b>   | NCG Executive Board  |                             |
| <b><u>Date Approved</u></b>   | 02/2020  |                             |
| <b><u>Equality Impact Assessment</u></b>  | The implementation of this policy is not considered to have a negative impact on protected characteristics   |                             |
| <b><u>Freedom of Information</u></b>  | This document will be publically available through the Groups Publication Scheme.  |                             |
| <b><u>Review Date</u></b>   | 02/2021  |                             |
| <b><u>Policy Summary</u></b>  | Data policy, following the approved NCG Data Strategy and linking to the NCG Learner Records Standard Operating Procedure.                                     |                             |
| <b><u>Applicability of Policy</u></b>   | <b><u>Consultation Undertaken</u></b>  | <b><u>Applicable To</u></b> |
| Newcastle   | Yes  | Yes                         |
| Newcastle Sixth Form  | Yes  | Yes                         |
| Carlisle  | Yes  | Yes                         |
| Kidderminster   | Yes  | Yes                         |
| Lewisham  | Yes  | Yes                         |
| Southwark   | Yes  | Yes                         |
| West Lancashire   | Yes  | Yes                         |
| The InTraining Group  | No   | No                          |
| Rathbone  | No   | No                          |
| Group Services  | Yes  | Yes                         |
| <b><u>Changes to Earlier Versions</u></b>   |  |                             |
| Previous Approval Date - September 18   | Detail of policy absorbed into the NCG Standard Operating Procedures. New policy giving overall direction with detail linked to Standard Operating Procedures. |                             |
| <b><u>Linked Documents</u></b>  |  |                             |
| <ul style="list-style-type: none"> <li>• NCG SoP Curriculum Setup and Timetabling</li> <li>• NCG SoP Enrolment</li> <li>• NCG SoP Achievement</li> <li>• NCG SoP Apprenticeships</li> <li>• NCG SoP Maintenance of Records</li> </ul> | Detailed in Policy Annex – policy provides the framework and SoPs provide detailed guidance and KPIs   |                             |
| NCG Fees Policy   | Links to Enrolment and Curriculum Setup SoP  |                             |
| NCG Apprenticeship Policy   | Links to Apprenticeship SoP  |                             |
| NCG Attendance Policy   | Links to Maintenance of Records SoP  |                             |

## 1. Scope and Purpose of Policy

The purpose of this policy is to set out the vision for data across NCG so that it is available in a timely, accurate and complete manner to underpin management decision making and fulfil regulatory obligations. This includes ensuring that reliable data is used to inform reports on both the quality of our provision and the funding income being generated by current activity.

## 2. Policy Statement

### 2.1. Vision for data

This Policy supports the NCG vision for data:

We believe data is the lifeblood of an organisation and effective data management has a vital contribution to make in delivering the NCG Strategy.

Our vision is for NCG data to be a trusted institutional asset, providing actionable insights, which will enhance the Group's reputation and underpin a culture of operational excellence.

Data held by NCG underpins success in all areas of activity across the academic community, professional services and external partners. It is also an essential requirement in terms of compliance. This is particularly important given the growing emphasis placed on data by regulators.

### 2.2. Overarching goals

The vision will be realised by focusing on three overarching goals.

We will provide quality data (measured in terms of relevance, presentation, completeness and accuracy. These are the dimensions of data quality) to inform effective decision making at strategic, tactical and operational levels. This commitment extends to the provision of data to external agencies for regulatory and funding purposes.

We will establish a high level of trust in the data provided to audiences inside and outside the institution. The credibility of our data assets is of paramount importance. Credibility will be measured in terms of the dimensions of data quality described above. The data governance framework set out in this document will make an important contribution here.

We will develop a data literate community with the professional capabilities necessary to make best use of data assets. Establishing a common data language including terminology, tools, skills and standard practises is an essential success factor. Clearly defined roles and responsibilities will be an important dependency for this goal.

### 2.3. Data principles

These principles will enable NCG to make informed decisions on how data is collected, managed, used and shared.

#### Data is a valued NCG asset

- Data must enhance the experience of staff and learners. It must be trusted, ethically managed and have clearly defined purposes in support of the NCG strategic goals.
- Data collected and used by NCG is a critical resource, central to our success. It should be governed, considered and valued in the same way, as other valued assets such as people, buildings or money.

#### Data is managed

- Data will be professionally managed from identification of need, creation or collection, storage, sharing, protection, and use, taking account of value and risk.
- Our culture will support discipline and professionalism across the data supply. Data will be managed according to its value.

#### Data is fit for purpose

- Data will need to be of the right quality for its intended use. Fitness for purpose is more important than perfection. Quality characteristics will be pragmatic, appropriate and transparent.
- A common language to underpin productive discussions about data will be developed through well-defined purposes and shared definitions.

#### Data is standardised, comparable and linkable

- Data will use standard methods of recording individual data items across the Group and across systems with clear ownership and process to ensure maximum reuse and sustainability.
- Data will be standardised so it can be compared to data drawn from other systems and linked to create usable and informative datasets.

#### Data is secured and subject to risk management

- The security of data is assessed, monitored and managed in line with the data governance framework taking into account the nature and value of the data, regulatory and legal risks and operational requirements.
- The risks of sharing data are considered and balanced against the business need, ensuring that the security of the data is maintained, and it is made available to those with a legitimate need to access it.

#### Data is made accessible and available

- The default accessibility of data is open so it can be made available to the maximum number of people for the greatest number of uses.
- However, this availability must to be considered in terms of proportionality and need.

## 2.4. Data governance roles and responsibilities

### Digital Strategy Group

Data governance is the responsibility of the Digital Strategy Group (DSG) reporting to the Group Executive. The DSG's remit will include monitoring implementation of the strategy, evaluating the value of proposed new technology and compliance with relevant legislation.

### Chief Information and Data Officer

The Chief Information and Data Officer (CIDO) has overall accountability for the quality of the organisation's data and will be Chair of the DSG.

### Senior Information Risk Officer

The SIRO has responsibility for assuring the Group Executive and NCG Board in terms compliance with legislation relating to data and information e.g. GDPR and FOI.

### Data Owners

Data Owners are accountable for the quality of the datasets they own. They are senior stakeholders with decision making powers and the resources to authorise data quality initiatives (e.g. Director of HR is the owner of the staff dataset).

To assist them with their responsibilities Data Owners are supported by Data Stewards.

### Data Stewards

A Data Steward is responsible for the quality of data in one or more datasets. They are stakeholders with the expertise and capacity to carry out data quality activities as requested by the Data Owner or CIDO. Data Stewards assist in delivering the responsibilities of their Data Owners and may work with one or more Data Practitioners to do so.

### Data Practitioners

Data Practitioners are members of staff who capture, input or amend institutional data. They have significant job activities relating to data.

### Data Users

Data Users are people who consume institutional data. These may be NCG colleagues or external stakeholders.

## 3. Periodic review

This Policy will be reviewed and enhanced annually with the next review scheduled to take place in September 2020.

### Appendix 1: NCG Standard Operating Procedures

Standard operating procedures will be developed to document key activities relating to each of the most significant datasets. This process has begun with learner data.

The NCG Learner Records Project, which ran from January to July 2019 drew together data, IT, quality and finance leads from all of the NCG colleges and Professional Services of NCG to agree a set of key guidelines, deadlines and data standards that would support Data collection and data managers and comply with the contractual obligations to NCG's funding bodies. The outcome of the project was a set of standard operating procedures which contain the structures within which all parts of NCG will operate in relation to data, including key milestones, deadlines and Key Performance Indicators.

- Curriculum Setup and Timetabling: Detailing how courses should be structured, what data should be included and the timescales for curriculum rollover and validation.
- Enrolment: Detailing the process for application and enrolment, including what information must be collected prior to, at and immediately after enrolment.
- Achievement: Drawing heavily on and linked to the NCG Achievement Policy, this details when achievement should be actioned, what data should be recorded in different circumstances and how to deal with late achievement, re-sits and other non-standard situations.
- Apprenticeships: Apprenticeships are a very specific contract with differing deadlines and more detailed data requirements; therefore a specific SoP has been devised to detail data processes and requirements throughout the learner Journey from sign up to achievement.
- Maintenance of Records: Maintenance of compliant data is a contractual obligation between NCG and its funding bodies. This SoP details all of the checks local data teams must carry out on a weekly, monthly and annual basis, which checks Professional services will carry out; funding deadlines, learner census; funding claims and Key Performance indicators.

Many of these processes are supported by detailed work instructions and all will be reviewed as the NCG Data Review progresses, in line with developments to NCG processes and systems.